Amendments to the Claims:

This listing of claims replaces all prior versions, and listings, of claims in this application.

Listing of Claims:

1.   (Currently Amended) A system for notifying customers comprising:

means for receiving filter information from a customer through a computer network, wherein the filter information includes at least one of a filter system brand, a model number, a filter replacement part number, location of the filter system, and desired changing cycles;

means for computing a filter replacement date at least based on the received filter information; and

~~means for sending a message to a customer on a message date that is related to the filter replacement date~~

means for scheduling a service to change a replacement filter on the filter replacement date.

2.   (Currently Amended) The system according to claim 23 ~~1~~, wherein the message date is before the filter replacement date.

3.   (Currently Amended) The system according to claim 23 ~~1~~, wherein the message date is the same as the filter replacement date.

4.   (Currently Amended) The system according to claim 1, wherein previous interactions

with the customer are is stored as historical information.

5.   (Original)   The system according to claim 4, wherein the historical information is

considered in computing the filter replacement date.

6.   (Original)   The system according to claim 1, wherein a first filter replacement date

and a second filter replacement date define a first filter replacement interval and wherein a third

filter replacement date and a fourth replacement date define a second filter replacement interval,

and wherein the first replacement interval is different from the second filter replacement interval.

7.   (Original)   The system according to claim 6, wherein the second filter replacement

date is the same as the third filter replacement date.

8.   (Currently Amended) A method for notifying customers comprising the steps of:

        receiving, from a customer, information related to a filter through a computer network,

wherein the filter information includes at least one of a filter system brand, a model number, a

filter replacement part number, location of the filter system, and desired changing cycles;

        using the information to compute a replacement time for the filter; and

        providing a contact with the customer at the replacement time

        scheduling a service to change the filter at the replacement time for the filter.

9.   (Currently Amended) The method according to claim 8, <u>further comprising providing a</u>

<u>contact with the customer at the replacement date,</u> wherein the contact is information related to

the filter and a reminder to replace the filter.

10.   (Currently Amended) The method according to claim 8, wherein the scheduling a service

includes commanding ~~the contact is a command to~~ a fulfillment location to ship a replacement

filter to the customer.

11.   (Currently Amended) The method according to claim <u>9</u> ~~8~~, wherein the contact is a

message and <u>the method further comprising waiting</u> ~~wherein the system waits~~ for a response

after sending the message.

12.   (Currently Amended) The method according to claim 11, <u>further comprising,</u> ~~wherein~~

~~while the system is waiting, the system is adapted to receive information from the customer and~~

after receiving the information, <u>sending</u> ~~sends~~ a product to the customer.

13.   (Cancelled)

14.   (Cancelled)

15.   (Currently Amended) The method according to claim 8, wherein previous interactions

with the customer are is-stored as historical information.

16.   (Original)   The method according to claim 15, wherein the historical information is

considered in computing the filter replacement date.

17.   (Currently Amended) The method system according to claim 8, wherein a first filter

replacement date and a second filter replacement date define a first filter replacement interval

and wherein a third filter replacement date and a fourth replacement date define a second filter

replacement interval, and wherein the first replacement interval is different from the second filter

replacement interval.

18.   (Currently Amended) The method system according to claim 8, further comprising:

        wherein the system retains maintaining information related to customer equipment; and

        identifying the replacement filter based on the information.

19.   (Cancelled)

20.   (Currently Amended) The method according to claim 8, wherein the contact is the

scheduling a service includes scheduling a service technician dispatch to replace the filter at the

filter replacement date.

21.   (New) The system according to claim 1, wherein the means for scheduling a service

includes scheduling a service technician dispatch to change the replacement filter.

22.   (New) The system according to claim 1, wherein the means for scheduling a service

including commanding a fulfillment location to ship the replacement filter to the customer.

23.   (New) The system according to claim 1, further comprising means for sending a contact

to a customer on a message date that is related to the filter replacement date.